



Mental Health and Disability Services Redesign 2011

Measuring the Impact of Services to Individuals with Intellectual Disabilities: Outcomes and Potential Data Sources

Source: HSRI/TAC

Date Created: September 14, 2011

Individual Level Outcomes			Data Sources		
ID Work Group: Incorporates Iowa DHS Olmstead Plan	Chapter 77 Rule	Iowa HCBS Provider Manual	Iowa Participant Experience Survey	Case Management Check List	Other Data Sources
1. People make choices about their lives including with whom and where they live.	77.37(2) Outcome 3. Consumers live in positive environments. Outcome 11. Consumers make informed choices about where and with whom they live. <i>77.37(23) Residential-based supported community living service providers</i> Children live in positive environments.	Outcome 3. Consumers live in positive environments. Outcome 11. Consumers make informed choices about where and with whom they live.	#408-409 choice of provider	D3 choice of where I live	
2. People have support to participate in everyday community activities.	77.37(2) Outcome 10. Consumers make informed choices on how they spend their free time.	Outcome 10. Consumers make informed choices on how they spend their free time.	#515-516 choice of things to do in one's life	E3-need support for social activities?	

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	<p>Outcome 12. Consumers choose their daily routine.</p> <p><i>77.37(23) Residential-based supported community living service providers</i></p> <p>Children are valued.</p> <p>Children make informed choices about how they spend their free time.</p> <p>Children choose their daily routine.</p>	<p>Outcome 12. Consumers choose their daily routine.</p>			
3. People have friends and relationships.	<p>77.37(2) Outcome 13. Consumers are a part of community life and perform varied social roles.</p> <p>Outcome 14. Consumers have a social network and varied relationships.</p> <p>Outcome 19. The consumer's desire for intimacy is respected and supported.</p> <p><i>77.37(23) Residential-based supported community living service providers</i></p> <p>Children are a part of family and community life and perform varied social roles.</p>	<p>Outcome 13. Consumers are a part of community life and perform varied social roles.</p> <p>Outcome 14. Consumers have a social network and varied relationships.</p> <p>Outcome 19. The consumer's desire for intimacy is respected and supported.</p>		<p>E6-communicating with friends, family</p> <p>E7-8 confidant (for people 18 yo +)</p> <p>E9-12 choice & see friends (people under 18 yo)</p> <p>R53 risk due to isolation?</p>	

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	Children have family connections, a social network, and varied relationships.				
4. People have support to find and maintain community integrated employment.	77.37(2) Outcome 4. Consumers work in positive environments. Outcome 9. Consumers make informed choices about where they work.	Outcome 4. Consumers work in positive environments. Outcome 9. Consumers make informed choices about where they work.	#801-811 community job questions	H2-3 work setting & satisfaction H4-5 interest in working? H6 help needed to work	County Community Services Network: employmt status, employer, hrs worked weekly, hourly wage
5. People have transportation to get them where they need to go.				F2- how get around F4 mods needed? Unaddressed needs? (no question number) R53 isolated due to transportation?	
6. People are safe from abuse, neglect, and injury.	77.37(2) Outcome 18. The consumers' living environment is reasonably safe in the consumer's home and community.	Outcome 18. The consumers' living environment is reasonably safe in the consumer's home and community.	#459-461 safety issues? addressed? #462-463 feel safe with whom you live & where you live, #467-468 restraint experience #470-473 reporting any harm	R56-63 risk re: abuse/neglect	Incident data; Adult Protective Services data; Child Protective Services data Waiver Provider QM Self Assessment IIIG evidence of tracking & trending of all incident reports

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7. People's rights are respected and they receive the same respect and protections as others in the community.	77.37(2) Outcome 2. Consumers are valued.	Outcome 2. Consumers are valued.	#465-466 feel safe other places #507-514 staff respect person's rights; complaints	R54-55 at risk in community?	
8. People secure needed health services including effective management of all medications, and are supported to maintain healthy habits.	77.37(2) Outcome 17. Consumers maintain good health.	Outcome 17. Consumers maintain good health.	#451-453 health issues & help addressing #454-458 are meds helping? need any help? gone without?	p. 5 date of last PCP visit, date of last dental visit, other specialist visits B1 self rating of physical health B2-B12 identifies utilization & needed health services R1-10 health risk cklist such as need a dentist, stayed overnight in hospital in past yr., needs specialist, etc.) B19-assistive devices/equip. R24-25 device risk B20-25 nutrition & diet R26-29 diet risk R30-32 daily	

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				living skills risk Several questions, not numbered, asking person if there are any other health needs/ concerns p.14. C1-5 mental health screening questions C8 behavior cklist C9-16 substance use R33-44 MH risk, SA risk, behavior risk CM's assessment of needs MH, behavior, SA (questions not numbered). B13-18 use of rx & OTC meds R11-23 particular med risks?	
9. People receive information in easily understood language to facilitate their active engagement in	77.37(2) Outcome 15. Consumers develop and accomplish personal goals. 77.37(2) Outcome 16.	Outcome 15. Consumers develop and accomplish personal goals. Outcome 16. Management of consumer's money is	#401-402 engaged in planning services #403-405 change service when you want to or when		

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planning their services and supports.	Management of consumer's money is addressed on an individualized basis. Outcome 20. Consumers have an impact on the services they receive. <i>77.37(23) Residential- based supported community living service providers</i> Children develop and accomplish personal goals.	addressed on an individualized basis. Outcome 20. Consumers have an impact on the services they receive.	needs change #408-409 whose decision to use services		
10. People are supported to be self-determining and to manage and direct their own services.	77.37(2) Outcome 5. Consumers exercise their rights and responsibilities. Outcome 6. Consumers have privacy. Outcome 7. When there is a need, consumers have support to exercise and safeguard their rights. Outcome 8. Consumers decide which personal information is shared and with whom. <i>77.37(23) Residential- based supported community living service providers</i> Children, their families, and their legal	Outcome 5. Consumers exercise their rights and responsibilities. Outcome 6. Consumers have privacy. Outcome 7. When there is a need, consumers have support to exercise and safeguard their rights. Outcome 8. Consumers decide which personal information is shared and with whom.	#413 talked about option? #851-878 supports needed & rendered to self direct		

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	representatives decide what personal information is shared and with whom.				
11. People have the ability to participate in self-advocacy organizations.					
12. People are satisfied with the services and supports they receive.			#428-431 Staff do anything you don't like? #505-506 agree with decisions made? #526-529 happy with staff?		

Family Level Outcomes			Data Sources		
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13. Families get the services and supports they need including supports necessary to keep the family together.				D6-8 CM assessment of home stability & particular risk from parent with disability, finances R45-55 CM assessment of home & safety risks	
14. Families have equal access to services and supports regardless of where they live and the nature of their family member's disability.					
15. Families receive accurate and accessible information to plan and decide upon services, including the nature of their family member's disability and relevant services and community resources.					
16. Families determine the services and supports they receive, the individuals or agencies that provide them, including the choice to self direct flexible budgets.				#401-409 choice of services, of providers	

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17. Families use integrated community services and participate in everyday community activities.					
18. Families maintain connections with family members with disabilities not living at home.				E6 contact with others R53 risk due to isolation?	

System Level Outcomes			Data Sources		
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The Iowa Mental Health and Disability Services system should...					
19. Help Iowans increasingly recognize, value, and respect individuals with mental illness or disabilities as active members of their communities.					
20. Provide each adult and child with timely access to the full spectrum of supports and services needed.					
21. Offer a comprehensive, integrated, and consistent array of services and supports that are individualized, person-centered and flexible.	77.37(1) HCBS ID <i>Organizational standards (Outcome 1)</i> . <i>a.</i> The organization demonstrates the provision and oversight of high-quality supports and services to consumers. <i>b.</i> The organization demonstrates a defined mission commensurate with consumers needs, desires, and abilities.	Outcome 1. The organization demonstrates the provision and oversight of high-quality supports and services to consumers. The organization demonstrates a defined mission commensurate with consumer's needs, desires, and abilities.			Waiver Habilitation Provider QM Self Assessment, IIC service plans have personal goals
22. Ensure that state and local policies and programs align to support the legislative vision of resiliency and recovery for Iowans with psychiatric disability and full community participation for Iowans with intellectual and developmental disabilities.					

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23. Invest in people through appropriate training, salary and benefits to improve workforce and organizational effectiveness.	<p>HCBS ID Services 77.37(1) (<i>Outcome 1</i>). d. The organization has qualified staff commensurate with the needs of the consumers they serve. These staff demonstrate competency in performing duties and in all interactions with clients.</p> <p>e. The organization provides needed training and supports to its staff. This training includes at a minimum:</p> <ol style="list-style-type: none"> (1) Consumer rights. (2) Confidentiality. (3) Provision of consumer medication. (4) Identification and reporting of child and dependent adult abuse. (5) Individual consumer support needs. <p>Habilitation Services 77.25(2) <i>Organization and staff</i>. The provider shall complete child abuse, dependent adult abuse, and criminal background screenings pursuant to Iowa Code</p>	<p>Outcome 1: The organization has qualified staff commensurate with the needs of the consumers they serve. These staff demonstrate competency in performing duties and in all interactions with consumers.</p> <p>The organization provides needed training and supports to its staff. This training includes at a minimum:</p> <ul style="list-style-type: none"> • Consumer rights. • Confidentiality. • Provision of consumer medication. • Identification and reporting of child and dependent adult abuse. • Individual consumer support needs. <p>The provider shall have written policies and procedures and a staff-training program for the identification and reporting of child and dependent adult abuse to the Department of Human Services.</p>			Waiver Provider QM Self Assessment training rqmts, section II

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	section 249A.29 before employing a person who will provide direct care.				
24. Recognize and respect the ability of people (1) to make informed choices about their personal goals, about the activities that will make their lives meaningful, and about the amounts and types of services to be received; and (2) to understand the consequences of, and accept responsibility for, those choices.					
25. Ensure that individuals and families actively participate in service planning; in evaluating effectiveness of providers, supports and services; and in policy development.	<p><i>77.37(1) Organizational standards (Outcome 1). f(2) Gathers information from consumers, family members, and staff.</i></p> <p><i>77.37(23) Residential-based supported community living service providers</i> Children, their parents, and their legal representatives must have the right to appeal the service provider's application of policies or procedures or any staff person's action that affects the consumer.</p>	Outcome 1: Consumers and their legal representatives have the right to appeal the provider's implementation of the 20 outcomes, or staff or contractual person's action that affects the consumer.	<p>#406-407 worker talk to you about how services are going? ease to reach worker</p> <p>#412 staff spend time supposed to</p> <p>#426 -431 staff know how to help you; things staff could do better? don't like? told anyone? anything change? satisfied with changes?</p>		

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26. Encourage providers to use innovative thinking and progressive strategies that lead to better results for people.	<i>77.37(23) Residential-based supported community living service providers</i> The agency must have a governing body that receives and uses input from a wide range of local community interests and consumer representatives and provides oversight that ensures the provision of high-quality supports and services to children.	Outcome 1: The governing body receives and uses input from a wide range of local community interests and consumer representation and provides oversight that ensures the provision of high-quality supports and services to consumers. The governing body has an active role in the administration of the agency.			
27. Measure performance and use data collected for quality improvement.	<i>77.37(1) Organizational standards (Outcome 1).</i> <i>f.</i> The organization has a systematic, organization- wide, planned approach to designing, measuring, evaluating, and improving the level of its performance. The organization: (1) Measures and assesses organizational activities and services annually. (2) Gathers information from consumers, family members, and staff. (3) Conducts an internal review of	Outcome 1: The organization demonstrates methods of evaluation: • Past performance is reviewed. • Current functioning is evaluated. • Plans are made for the future based on the evaluation and review.			Waiver provider QM Self Assessment requirement to have QI program. HCBS provider self assessment re track & trend incident rpts Complaint system data

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	<p>consumer service records, including all major and minor incident reports according to subrule 77.37(8). (4) Tracks incident data and analyzes trends annually to assess the health and safety of consumers served by the organization. (5) Identifies areas in need of improvement. (6) Develops a plan to address the areas in need of improvement. (7) Implements the plan and documents the results.</p> <p>Habilitation Services 77.25(3) <i>Incident management</i> <i>c. Tracking and analysis.</i> The provider shall track incident data and analyze trends to assess the health and safety of members served and determine if changes need to be made for service implementation or if staff training is needed to reduce the number or severity of incidents.</p>				

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	<p>77.25(4) <i>Restraint, restriction, and behavioral intervention.</i> The provider shall have in place a system for the review, approval, and implementation of ethical, safe, humane, and efficient behavioral intervention procedures. All members receiving home- and community-based habilitation services shall be afforded the protections imposed by these rules when any restraint, restriction, or behavioral intervention is implemented</p>				
28. Provide adequate funding and cost effective management of supports and services that promote positive outcomes for Iowans.	<p>HCBS ID Services 77.37(1) c. The organization establishes and maintains fiscal accountability.</p> <p>Habilitation Services 77.25(2) <i>Organization and staff.</i></p> <p>a. The prospective provider shall demonstrate the fiscal capacity to initiate and operate the specified programs on an ongoing basis.</p>	Outcome 1: The organization establishes and maintains fiscal accountability.			Medicaid claims data